

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HEALTH AND RECOVERY SERVICES ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Organizations

Memo #: 09-19
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From: Douglas Porter, Assistant Secretary
Health and Recovery Services
Administration (HRSA)

For information, contact:
1-800-562-3022, option 2, or go to:
<http://hrsa.dshs.wa.gov/contact/prucontact.asp>

Subject: Policy Change – Discontinuation of Paper Remittance Advices (RA) with
Implementation of ProviderOne

Effective upon implementation of ProviderOne, the Department of Social & Health Services (DSHS) will discontinue printing and mailing paper Remittance Advices (RAs) in an effort to reduce administrative costs.

The following two electronic versions of RAs will be made available to providers through the ProviderOne system as follows:

- An image of an RA in the Portable Document Format (PDF); and
- An electronic file in a Health Insurance Portability & Accountability ACT (HIPAA) 835 format.

What Is Changing?

DSHS will replace the Medicaid Management Information System (MMIS) with a new provider payment system called ProviderOne. DSHS will discontinue the practice of printing and mailing paper remittance advices (RA) to providers as a cost reduction measure to coincide with the implementation of the ProviderOne system.

How Long Will Providers Continue To Receive Paper RAs?

Providers will continue to receive paper RAs for payments generated by the current MMIS system until implementation of ProviderOne.

Will RAs Received Before ProviderOne Implementation Be Available for Download?

No, only payments generated by ProviderOne will be available electronically in the new system. Eventually, ProviderOne will contain six (6) years of RA history.

Will the New PDF Version Have the Same Information As the Paper Version?

Yes, the PDF version will contain the same level of detail that you receive in today's paper RA.

How Can I Use the Health Insurance Portability & Accountability Act (HIPAA) 835 Transaction?

An 835 file is intended to help providers automate reconciliation. However, provider's billing systems must be capable of downloading and processing an electronic 835 file before choosing this option. Using an 835 file to automate reconciliation requires extensive programming to process this type of transaction.

What Do I Need To Do to Get Electronic RAs From ProviderOne?

- 1. Obtain security credentials:** Providers must have a username and password for access to ProviderOne.

For further information about how staff security credentials are administered, visit DSHS online at: <http://hrsa.dshs.wa.gov/ProviderOne/security.htm>.

- 2. Complete ProviderOne Registration:**

- Providers that access only the PDF RA will need to complete the ProviderOne registration, but will **not** need to complete a Trading Partner Agreement (TPA).
- Providers who will access a HIPAA 835 electronic RA will need to complete ProviderOne registration **and** sign a TPA.

To complete registration for ProviderOne. Visit DSHS online at: <http://hrsa.dshs.wa.gov/ProviderOne/registration.htm>.

To complete a TPA, visit DSHS online at: <http://hrsa.dshs.wa.gov/dshshipaa>

3. View and download an electronic version of the
 - RA PDF; or
 - HIPAA compliant version of the RA. This version available by either of the following:
 - ✓ The ProviderOne web portal; or
 - ✓ The ProviderOne Secure File Transfer Protocol (SFTP) site.

What Other Services Are Available Through ProviderOne?

ProviderOne also allows providers to do the following:

- Submit claims;
- Verify eligibility; and
- Check claim status.

How Do I Get More Information?

DSHS will provide more information as the implementation of ProviderOne comes closer. To receive email notices about ProviderOne, visit DSHS online at <http://hrsa.dshs.wa.gov/ProviderOne>.

To access the TPA and copies of the HIPAA companion guides for file layouts visit DSHS online at: <http://hrsa.dshs.wa.gov/dshshipaa>.

For SFTP access, contact DSHS at 1-800-562-3022, option 2, option 4, and then select option 3.

How Does This Change Affect My Record Retention Requirements?

This change does not affect record retention requirements. As a reminder, Washington Administrative Code (WAC) requires that you retain records for three (3) years:

WAC 480-70-061 Records Retention.

(1) General Provisions. *A company must keep all business records and reports for at least three years following the date those documents are created unless otherwise specified in these rules or unless a longer retention period is required by another governmental body.*

Note: You must retain RAs generated by the current Medicaid Management Information System (MMIS) in accordance with your current records retention policy and the Washington Administrative Code (WAC) **480-70-061** referenced below. *RAs produced by the current system will NOT be available electronically in ProviderOne.*

How Do I Conduct Business Electronically With DSHS?

You may conduct business electronically with DSHS by accessing the WAMedWeb at <http://wamedweb.acs-inc.com>.

Later in 2009, DSHS will replace its current Medicaid Management Information System with a new payment processing system named ProviderOne. When fully operational, ProviderOne will pay about 100,000 providers who serve the one million people qualifying for DSHS services each year. Please visit <http://hrsa.dshs.wa.gov/ProviderOne> for more information.

How Can I Get DSHS/HRSA Provider Documents?

To obtain DSHS/HRSA provider numbered memos and billing instructions, go to the DSHS/HRSA website at <http://hrsa.dshs.wa.gov> (click the ***Billing Instructions and Numbered Memorandum*** link). These documents may be downloaded and printed.